



Bulletin

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VOL. 2003 NO. 1 ♦ USDA Food Ordering & Customer Service (FOCUS) Team Update

USDA Completes Centralized Food Ordering Process.

Welcome to all of our new states and greetings to our pilot states. The centralization process has been completed. We were able to meet most of you during our recent conference calls and introduce our staff. The calls went well, and we believe that all relevant material pertaining to school commodity ordering has been received, read, and digested. We appreciate the professionalism shown by the FNS regional support staffs in helping to make this transition smooth and problem-free.

As we recap the conference call agenda items, we remind all personnel to get those cheese orders in the system. As a reminder, those cheese orders need to be put in no later than the end of the month. If you are experiencing any problems with the order, please contact Shirley Roberts, USDA Commodity Specialist, at Shirley.Roberts@fns.usda.gov regarding Group B-type products, or the one of our commodity specialists for Group A-type products who are listed on your contact sheet along with phone numbers and email addresses. (For a printer-friendly, downloadable copy of the FOCUS Team contact list, visit the FD web site online at: www.fns.usda.gov/focus/focus-contactlist.pdf). We will have information regarding closeout commodities and associated timelines out to all of you soon.

We know that there are many exciting challenges ahead for all of you as you move from the old Electronic Data Interchange (EDI) system to the new [Electronic Commodity Ordering System \(ECOS\)](#) online ordering system during the next couple of months. The entire USDA [Food Ordering and Customer Service \(FOCUS\) Team](#) will be only a phone call away. And if you have any questions or concerns regarding ordering or any other matters, please feel free to contact us right away and we will find someone that will assist you. That is our commitment to you and also our Pledge (www.fns.usda.gov/fdd/focus/fd-pledge.pdf).

We look forward to working closely with each of you. One of our FOCUS Team members will be contacting you soon regarding our next conference call to be scheduled for March 2003. Please make sure that you send any additional contact names, email addresses, and phone and fax number updates to Matthew Fisher at Matthew.Fisher@fns.usda.gov.

Also, please visit the [FD web site](#) to keep on top of the latest news and information about the Food Distribution Programs. We suggest that you “book mark” our web site address on your Favorites folder the next time you visit us via the internet. Our web address is listed at the top of each Bulletin (i.e., www.fns.usda.gov/fdd/).

TIP of the Month!

You Can View the FOCUS Team Contacts List Online at:

www.fns.usda.gov/fdd/focus/whoware.htm

Please remember to set your “Book Marks” when you visit these pages!